

SANDY CITY  
APPROVED CLASS SPECIFICATIONS

- I. Position Title: Parks & Rec Secretary/Alta Canyon Division (Part-time) Revision Date: 10/07  
EEO Function: Parks & Rec  
EEO Category: Admin. Support  
Status: Non-exempt  
Control No: 40614

II. Summary Statement of Overall Purpose/Goal of Position:

Under the general supervision of the Office Coordinator, types various documents, receives and handles telephone calls and walk-in public, and performs other related clerical duties.

III. Essential Duties

- Provide customer service for walk-in public.
- Receives & receipts incoming Center monies.
- Answer the telephone according to front desk procedures.
- Disseminate information on all Center programs, classes & memberships.
- Enter participant registrations and team information into the computer.
- Type various documents including letters, memos, schedules, and flyers.
- Verify a membership using bar code reader or membership database accurately at all times according to front desk policies and procedures.
- Acts as the receptionist for employees and citizens.
- Balance tills according to front desk procedures with no more than a 1% difference during any shift.
- Meet certified cashing standards through City Treasurer.
- Maintain City Treasurer Certification by explaining all outages in writing that are over \$5 each day, balancing 80% of the time in a 30 day period and keeping cumulative outages to less than \$200 in a 3 month period.
- Account for all keys, equipment and materials for resale before leaving each shift.
- Maintains accurate records of recreation participant forms and logs in appropriate book(s).
- Book reservations and appointments by using the computer system and reservation books.
- Investigate and log and/or resolve complaints.
- Assist with bi-monthly e-billing for members.
- Assist with scheduling of office aids / front desk employees.
- Assist with payroll preparation.
- Perform Office Coordinator duties as needed when absent.

IV. Marginal Duties

Clerical duties include:

- Assist with department filing and sorting.
- Monitor reception area and display cases for inventory and cleanliness.
- Order office supplies and equipment.
- Mail out correspondence.
- Perform other duties as assigned

V. Qualifications:

**Education:** High school diploma or equivalent required. Six months clerical or related training.

**Experience:** One year experience in customer service preferred. One year experience with cash register

required. Six months computer experience preferred. Must be 18 years of age or older.

**License/ Certifications:** Must possess a valid Utah Driver's License; CPR and First Aid certifications required within 30 days of hire.

**Probationary Period:** A one-year probationary period is a prerequisite to this position.

**Knowledge of:** Telephone procedures and etiquette; correct English usage, spelling, and vocabulary; office methods, techniques, and equipment; word and data processing equipment; basic parks & recreation practices and policies.

**Responsibility for:** Responsibility for the care, condition, and use of materials, tools, and equipment; confidential information that must be handled with discretion. Great responsibility to make decisions that affect the activities of others.

**Communication Skills:** Contacts with other departments, furnishing and obtaining information; frequent contacts involving the carrying out of programs and schedules; using tact and judgement; outside contact with the public that may influence important decisions; constant contact with the public both on the phone and face-to-face; relate well with a variety of persons under varying conditions; follow written and verbal instructions; communicate effectively verbally and in writing; establish and maintain effective working relationships with employees and the public; ability to put hostile and upset people at ease and direct them to the proper person who can assist them.

**Tool, Machine, Equipment Operation:** Ability to type accurately at 45 wpm; requires regular use of a computer and software system, Safari (Center Software program) preferred, printer copier, fax machine, and telephone system.

**Analytical Ability:** Work procedures are established; prioritize tasks; work well under pressure; apply general principles and ordinances effectively to specific conditions; ability to handle confrontational situations and make sound decisions.

#### VI. Working Conditions:

Mental effort is required daily; mental pressure and fatigue are present in this position due to great exposure to stressful situations; constant attendance is required; work assignments are broad and performed with limited supervision; may work independently on assigned projects involving simple research and data collection; report preparation and minor budget data preparation; work is referred to supervisor as questions arise; frequent exposure to heavy telephone and walk-in traffic.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

DEPT/DIVISION APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

PERSONNEL DEPT. APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_